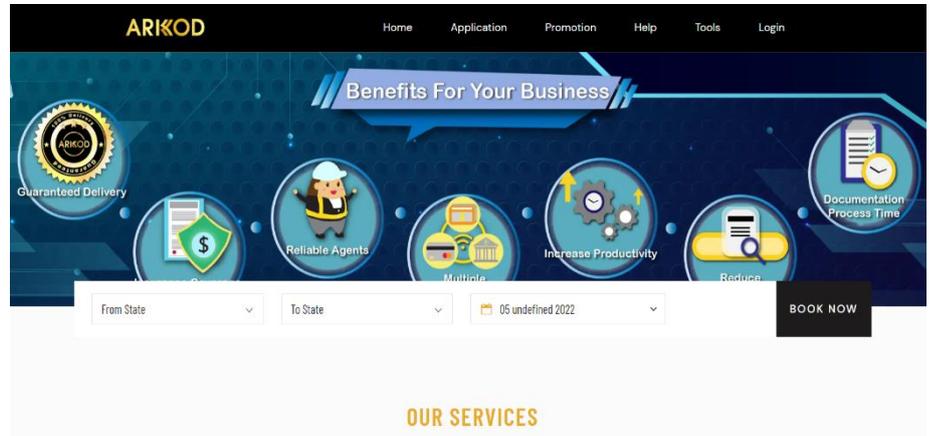


User Navigation

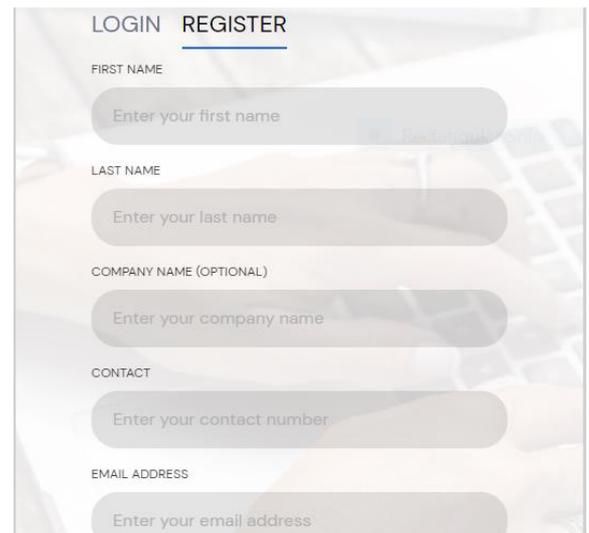
- A) Register / Login
- B) Profile
- C) Door to Door
- D) Pick & Pack
- E) Forwarding
- F) Customise Plan
- G) Volumetric Calculator
- H) Invoice Reporting
- I) Trace & Track
- J) Top-Up



A) Register / Login

ARKOD Webpage <https://arkod.com.my/>

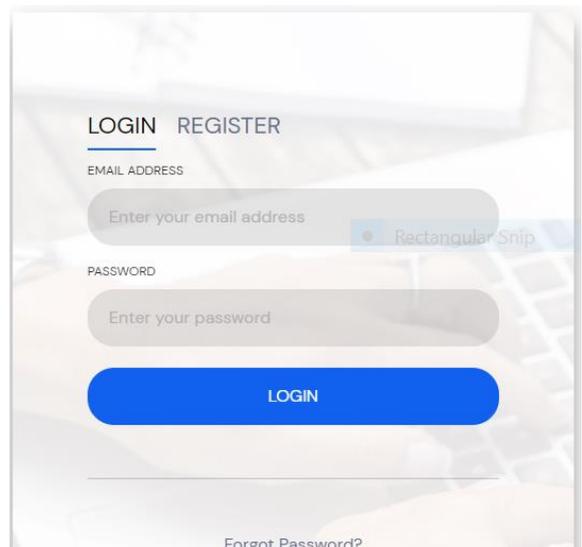
1. Click on **Register** and fill in your information.



The screenshot shows the registration form on the ARKOD website. At the top, there are two tabs: "LOGIN" and "REGISTER", with "REGISTER" being the active tab. The form contains the following fields:

- FIRST NAME: Enter your first name
- LAST NAME: Enter your last name
- COMPANY NAME (OPTIONAL): Enter your company name
- CONTACT: Enter your contact number
- EMAIL ADDRESS: Enter your email address

2. After completing registration, **Login** into your account.

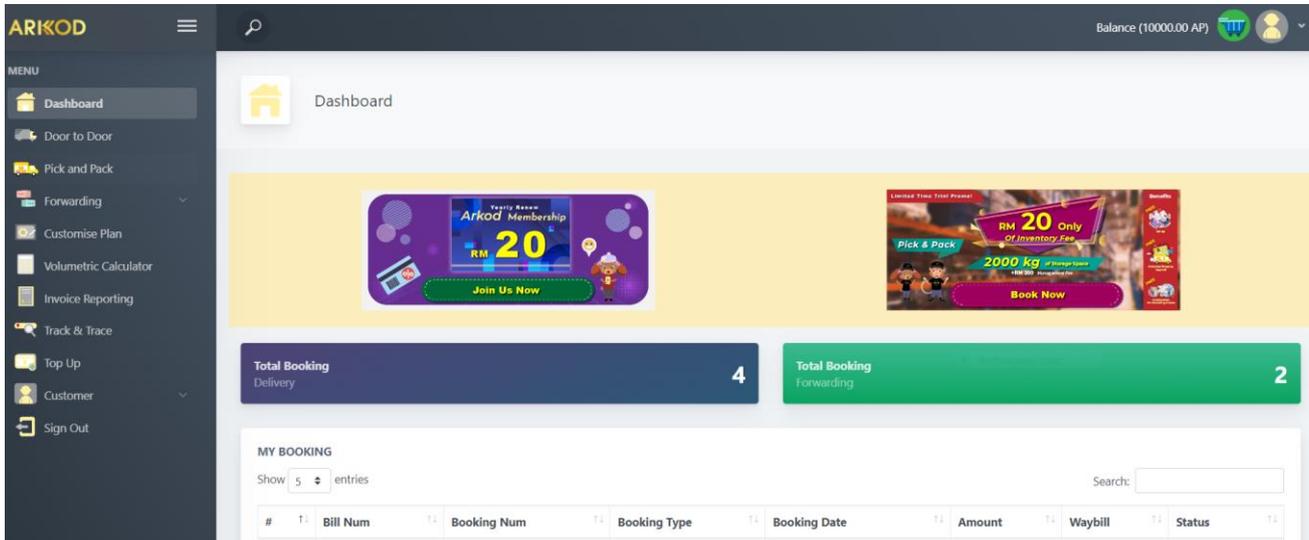


The screenshot shows the login form on the ARKOD website. At the top, there are two tabs: "LOGIN" and "REGISTER", with "LOGIN" being the active tab. The form contains the following fields:

- EMAIL ADDRESS: Enter your email address
- PASSWORD: Enter your password

Below the password field is a blue "LOGIN" button. At the bottom of the form, there is a link for "Forgot Password?".

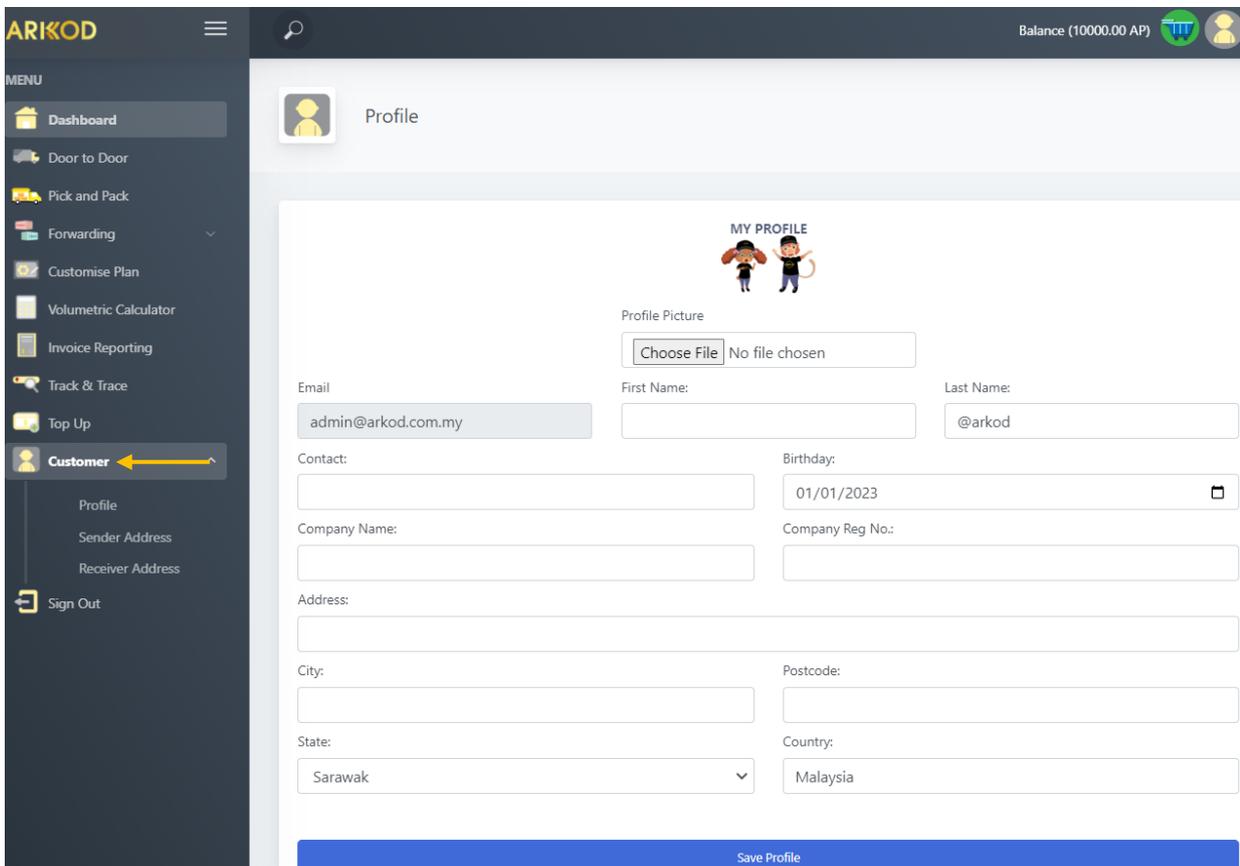
3. You now are able to view your **Dashboard** list of menu options & lists of Total Bookings (Delivery, Storage and Forwarding).



B) Profile

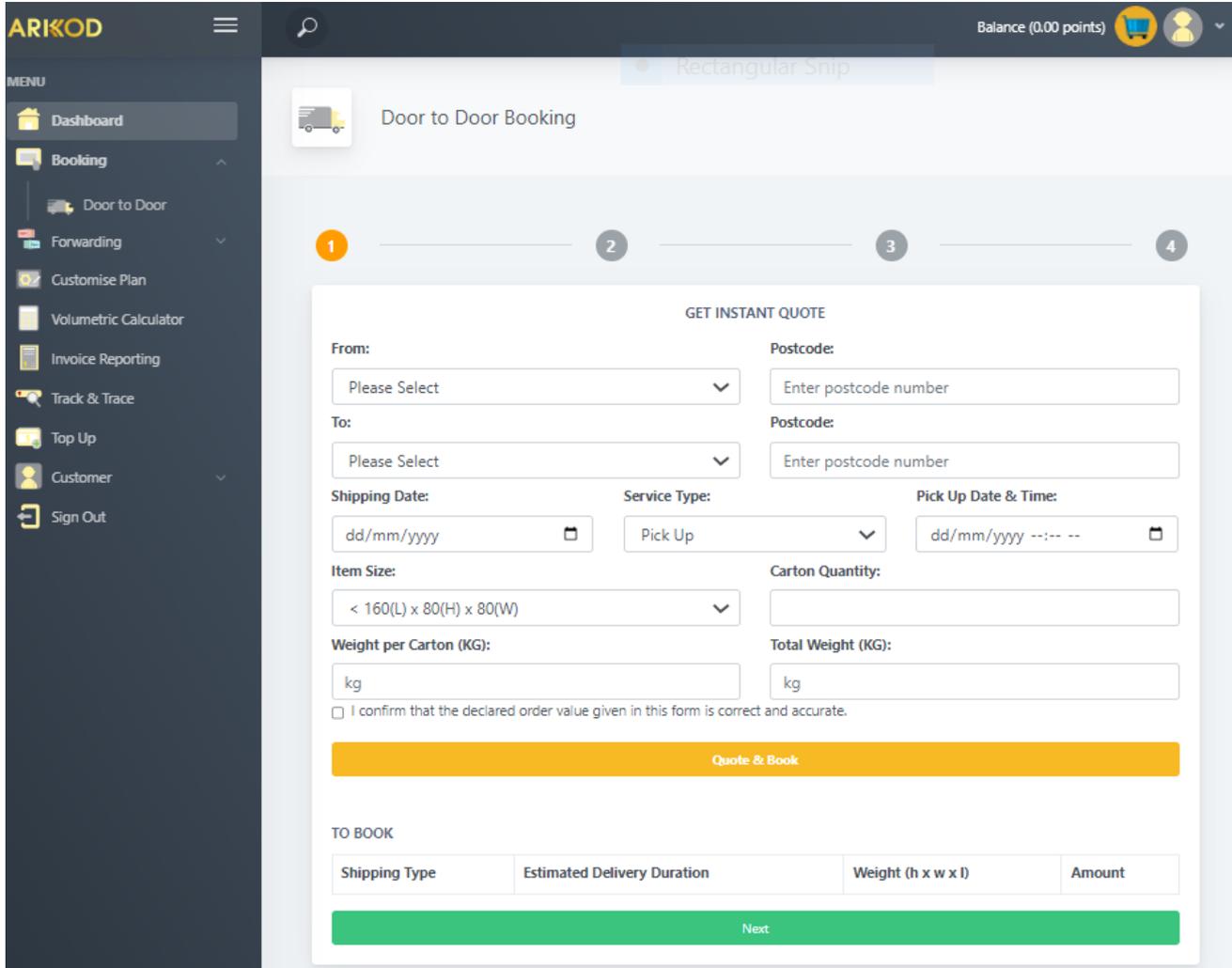
Click on **Customer** then, go to your **Profile** to update your information/details. Then **Save Profile**.

*The **Sender Address & Receiver Address** are the features as your Address Book.



On the Dashboard menu option, customers can choose our Logistic Services which are listed below:

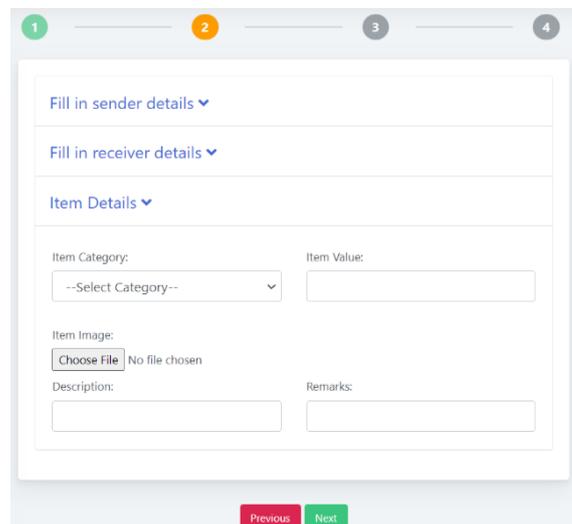
C) Door to Door (Delivery)



Step 1: To apply for Door-to-Door delivery service, click on **Door to Door**.

Follow the next step to **GET INSTANT QUOTE**. After fill in the information, confirm your details, then **Quote & Book**. Please make sure all of the information is correct.

Step 2: Click next. Then, fill in the details for **Sender Details, Receiver Details & Item details**.



Step 3: You may add/apply for our additional **Services (Insurance, Manpower, Box Wrapping, Product Checking and etc.)** Rates apply may vary based on your selection. Then, **Add to Cart**.

Service	Service Name	Quantity/Percent	Amount
<input checked="" type="checkbox"/>	Insurance	5.00%	RM
<input checked="" type="checkbox"/>	Manpower	1	RM 50.00
<input checked="" type="checkbox"/>	Box Wrapping	1	RM 3.00
<input checked="" type="checkbox"/>	Product Checking	Fixed Price	RM 50.00

Step 4: Go to next, then you can preview your order summary.

1
2
3
4
5

PREVIEW

D2D Details

Shipping Date:
Service Type: Pick Up
Pick Up Date:

Sender Details

First Name:
Last Name:
Email:
Contact:
Address:
Postcode:
City:
State:

Billing Details

Booking	RM NaN
Service Charges (6%)	RM NaN
Booking Fee	RM 1.00
Total	RM NaN

Item Details

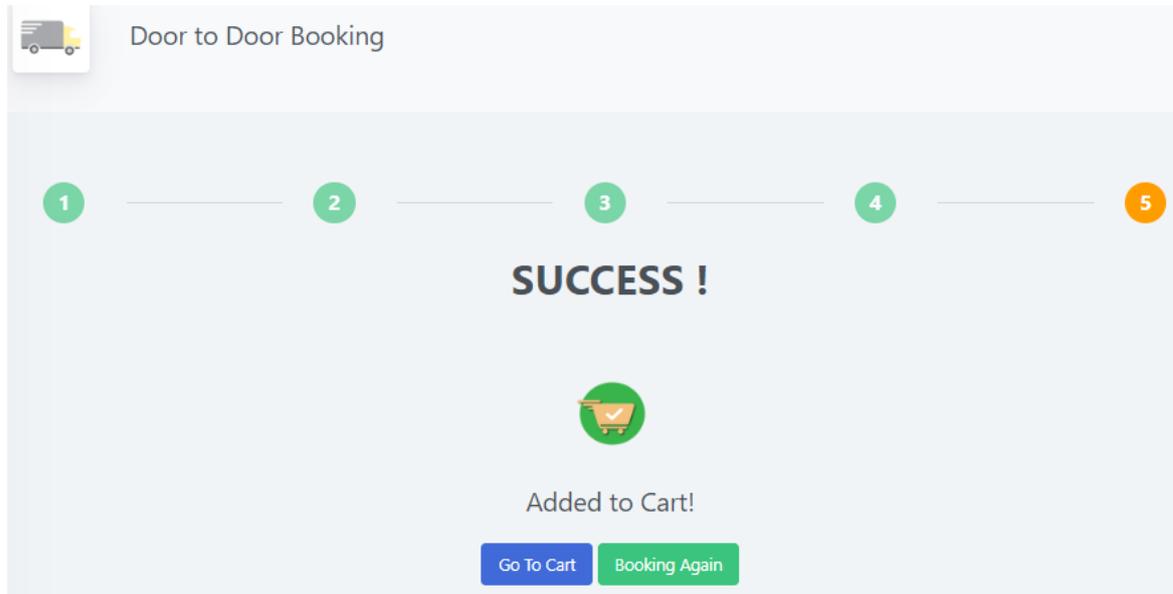
Category:
Price:
Description:
Size: 100(L) x 150(H) x 160(W)
Quantity:
Weight Per Carton:
Total Weight:

Receiver Details

Name:
Email:
Contact:
Address:
Postcode:
City:
State:

Previous
Add to Cart

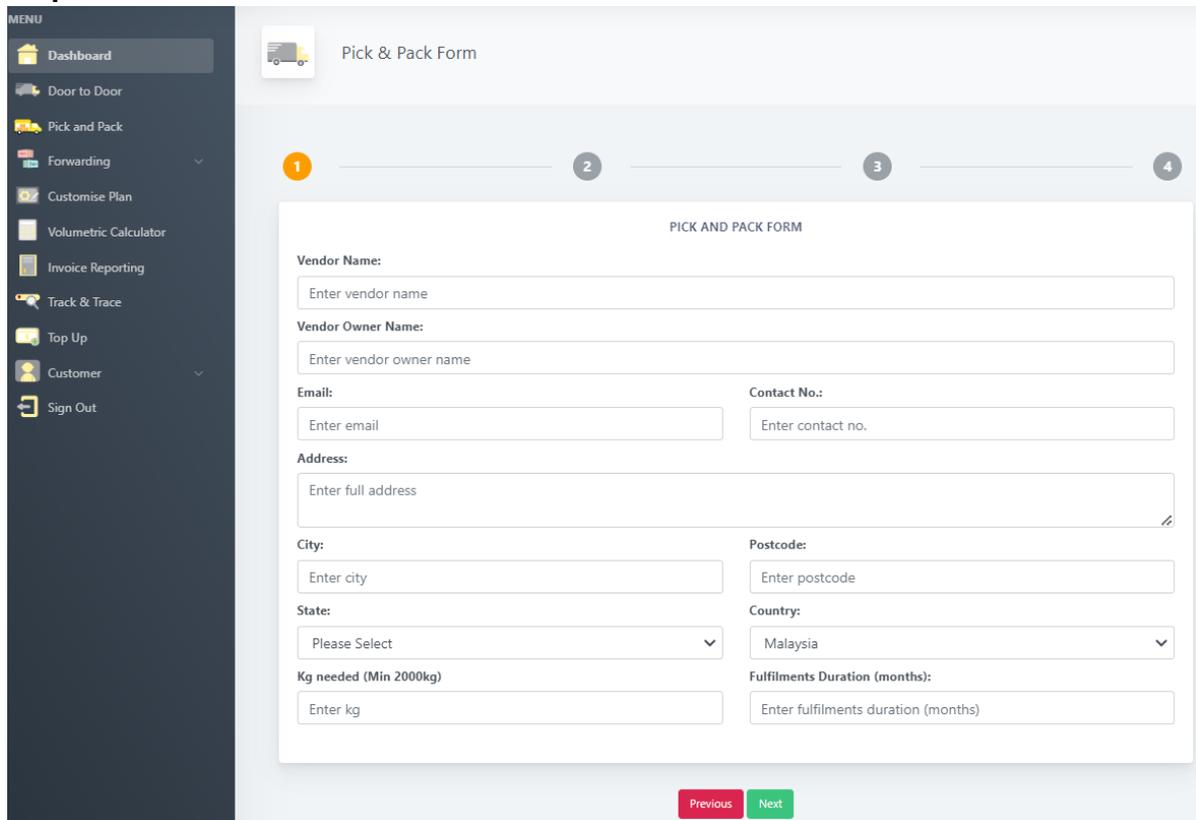
Step 5 shows your booking is successfully added to the Cart for **Door to Door** booking.



D) Pick & Pack

On the dashboard menu, click: **Pick and Pack**

Step 1: Fill in the details.



Step 2: Fill in the contact number & add your items.

1
2
3
4

Email:

Contact No.:

Remarks:

ITEMS Add Item

Item Name	Image	Item Size	Item Quantity	Item Weight (KG)	Carton Size	Carton Quantity	Carton Weight (KG)	Item Value (RM)	Action

Previous
Next

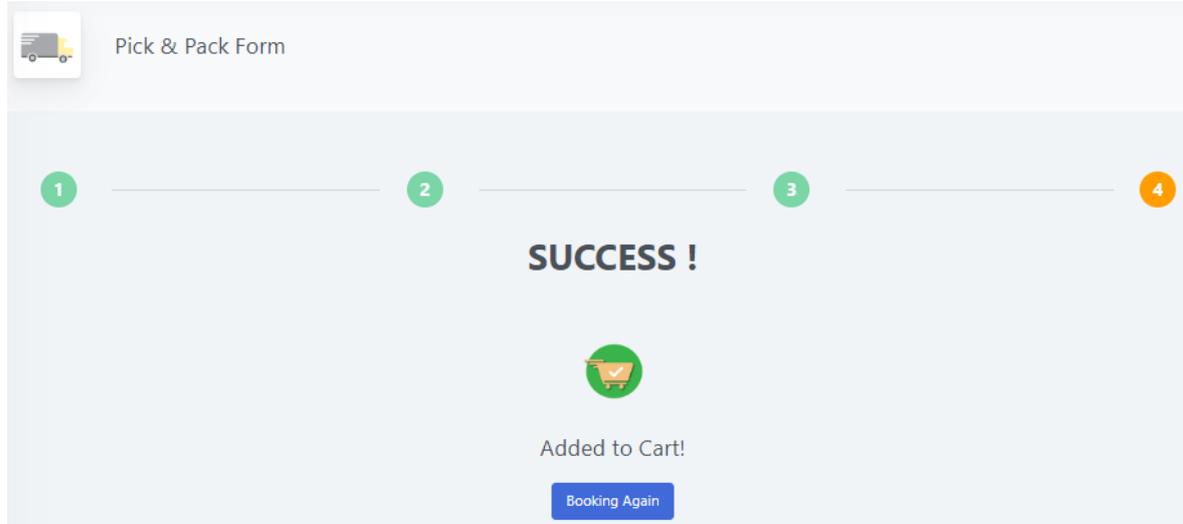
Step 3: You may apply for the **Add On Services** if needed.

1
2
3
4

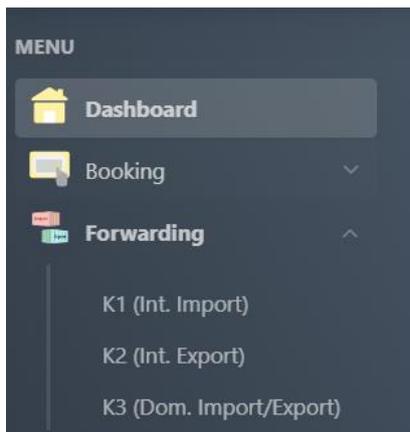
<input type="checkbox"/> Service	Service Name	Quantity/Percent	Amount
<input type="checkbox"/> Manpower		<input type="text" value="1"/>	RM 50.00
<input type="checkbox"/> Special Packing / Wrapping		<input type="text" value="1"/>	RM 3.00
<input type="checkbox"/> Pick & Pack Insurance -based on the value of goods		3.00%	RM
<input type="checkbox"/> Manual Stock Count (Per Check/Once A Week)		<input type="text" value="1"/>	RM 20.00
<input type="checkbox"/> Packing & Sorting		<input type="text" value="1"/>	RM 7.00

Previous
Add to Cart

Step 4 shows your booking is successfully **Added to the Cart** for the Pick and Pack service.



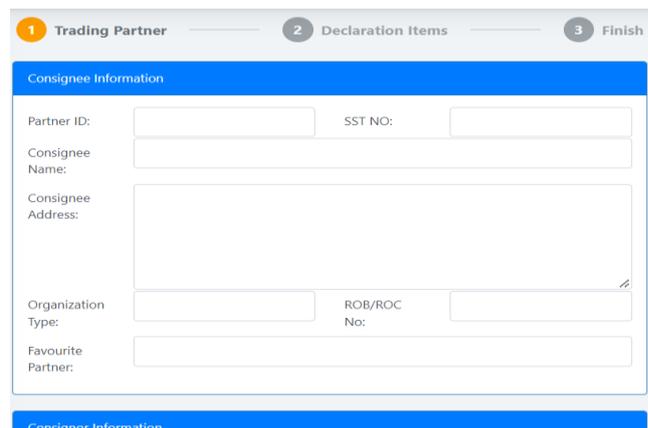
E) Forwarding Services



Click on the following preferred services, **Forwarding**:

- **K1 (Int. Import)**
- **K2 (Int. Export)**
- **K3 (Dom. Import/Export)**

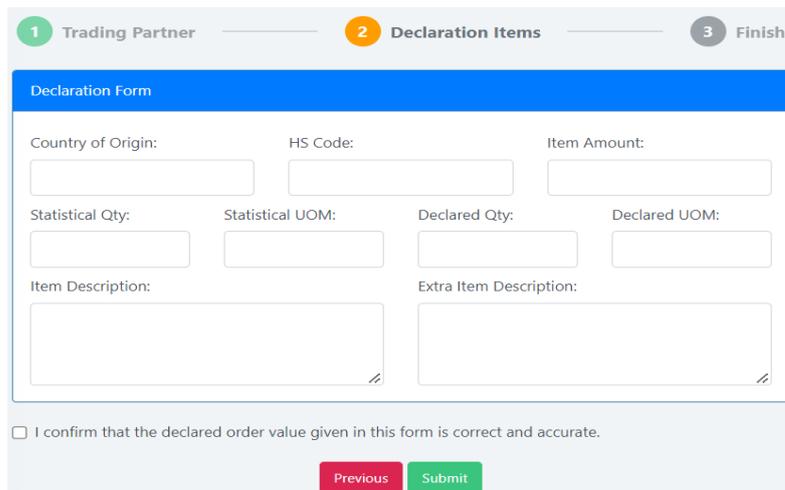
Step 1: Fill in the details for **Trading Partner** (Consignee Information, Consignor Information, Shipping Agent Information, Declarant Information).



The screenshot shows a 'Trading Partner' form with a progress bar at the top indicating three steps: 1 (orange), 2 (grey), and 3 (grey). The form is titled 'Consignee Information' and contains the following fields:

- Partner ID:
- SST NO:
- Consignee Name:
- Consignee Address:
- Organization Type:
- ROB/ROC No:
- Favourite Partner:

Step 2: Declaration Items
(check/confirm your details),
then click **Submit**.



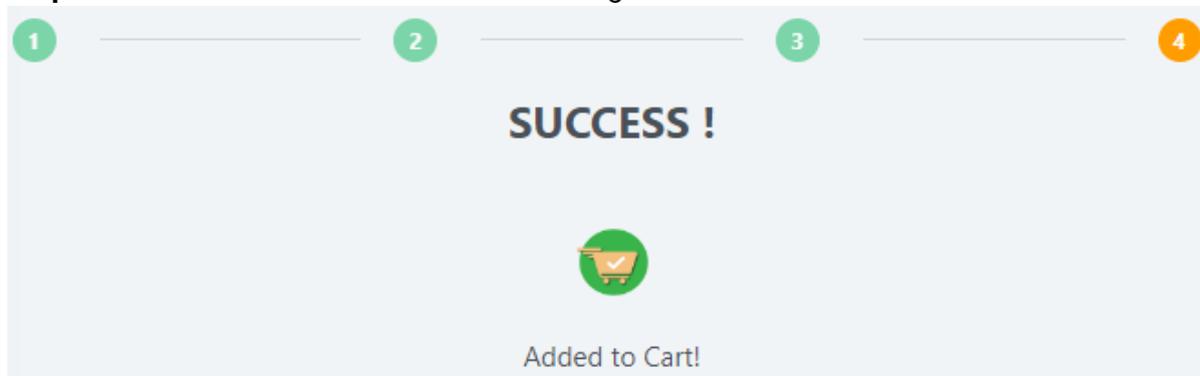
The screenshot shows a multi-step process with three steps: 1. Trading Partner, 2. Declaration Items, and 3. Finish. Step 2 is active. The form is titled "Declaration Form" and contains the following fields:

Country of Origin:	HS Code:	Item Amount:	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Statistical Qty:	Statistical UOM:	Declared Qty:	Declared UOM:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Item Description:	Extra Item Description:		
<input type="text"/>	<input type="text"/>		

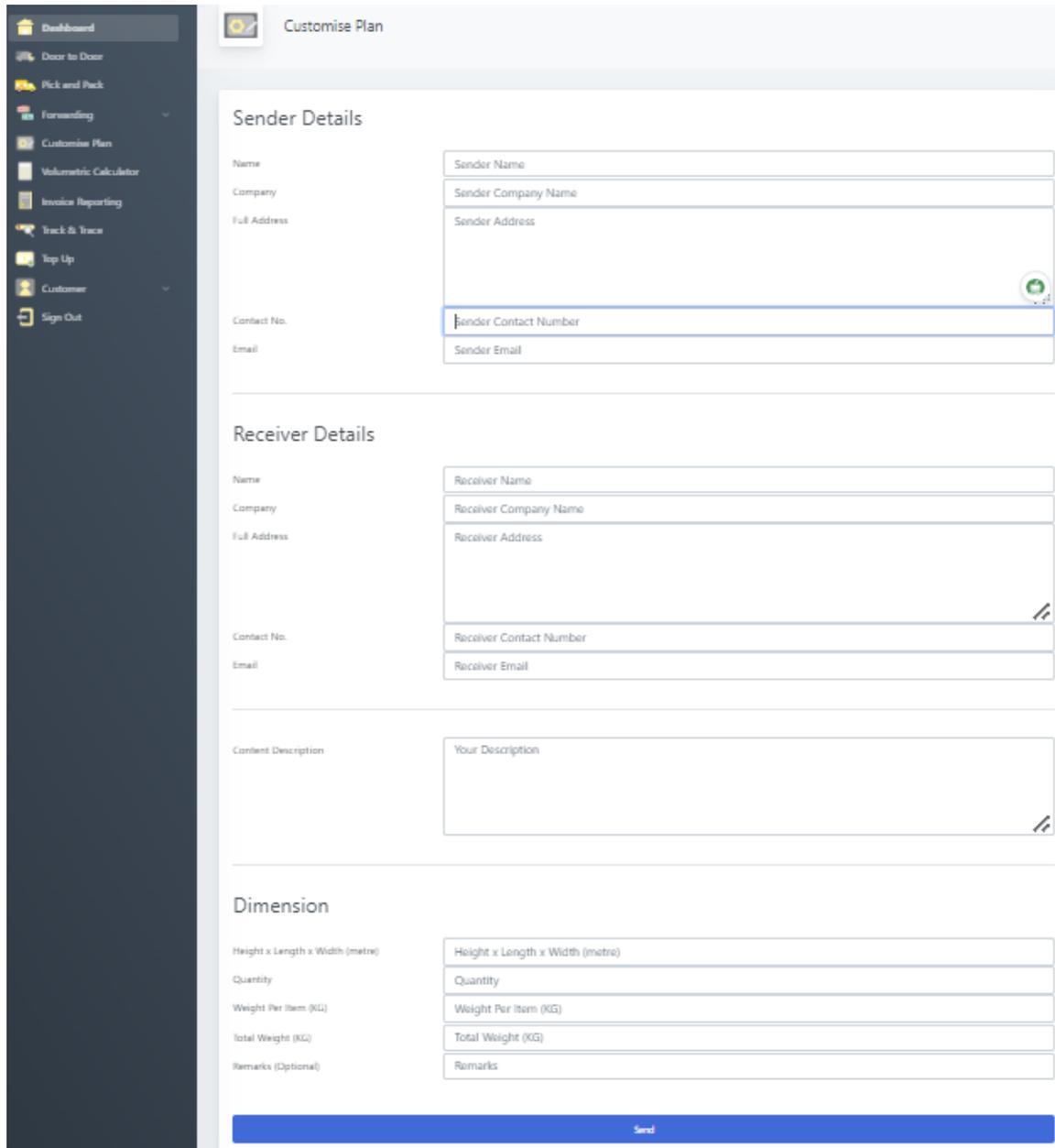
I confirm that the declared order value given in this form is correct and accurate.

[Previous](#) [Submit](#)

Step 3 will show **"Success"** indicating that the form has been submitted



F) Customize Plan



Sender Details

Name	Sender Name
Company	Sender Company Name
Full Address	Sender Address
Contact No.	Sender Contact Number
Email	Sender Email

Receiver Details

Name	Receiver Name
Company	Receiver Company Name
Full Address	Receiver Address
Contact No.	Receiver Contact Number
Email	Receiver Email

Content Description

Your Description

Dimension

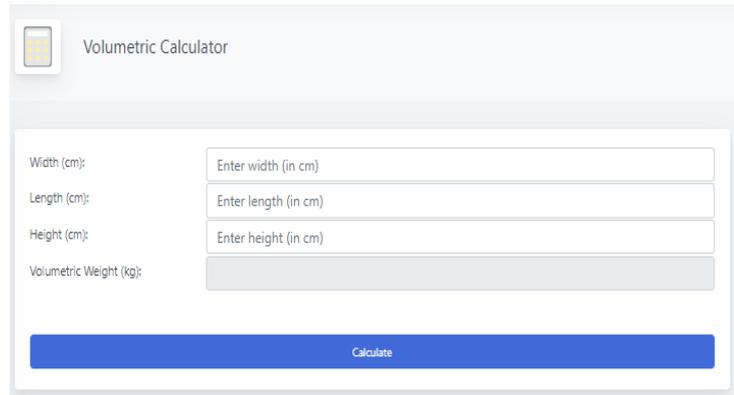
Height x Length x Width (metre)	Height x Length x Width (metre)
Quantity	Quantity
Weight Per Item (KG)	Weight Per Item (KG)
Total Weight (KG)	Total Weight (KG)
Remarks (Optional)	Remarks

Send

On the **Dashboard** menu option, click **Customize Plan**. Next, fill in your information. After clicking **Send**, ARKOD team will get in touch for further arrangement process.

G) Volumetric Calculator

Fill in your parcel dimensions (length, width & height). It is a tool to assist customers to estimate the parcel's weight (kg) through its dimensions and length.



H) Invoice Reporting

Click on **Invoice Reporting** to view & print the invoice/receipt for your reference.

MY BILLING

Show entries

Search:

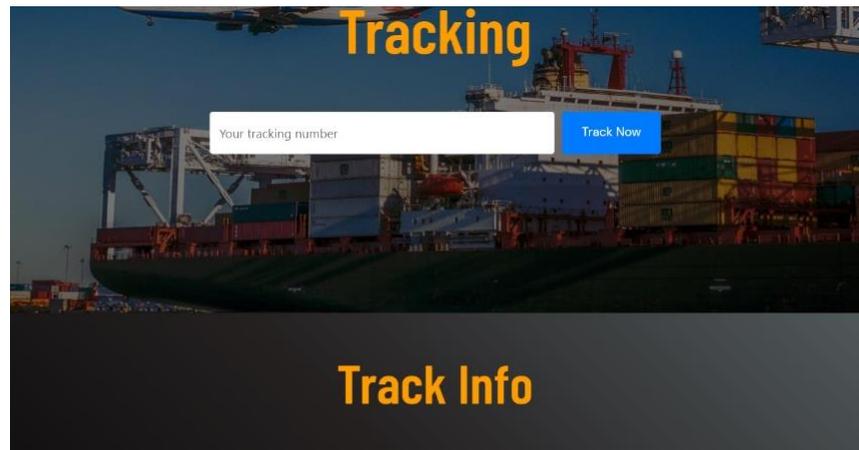
#	↑↓	Bill Num	↑↓	Bill Date	↑↓	Total Amount	↑↓	Status	↑↓	Action	↑↓

I) Track & Trace

Key in your tracking number. It is a tool to show the location status of the parcel during the transportation/delivery process.

Your booking number is the tracking number.
Example:

BA20236-D0003/01



IN TRANSIT

Booking status indicator

In Progress : Your booking request is being processed for the pick-up schedule.

To Pick up : The driver or pick-up person is being assigned to get the item from your location with a confirmed time & date.

To Ship : The item is getting ready to ship.

To Receive : The item is on the way to be delivered or collected at the assigned location.

Delivered : The item is successfully received by the receiver.

Cancelled : Booking request cancelled.

Accident : Courier is found to be at fault or due to any beyond circumstances such as (weather, traffic conditions, store loading and wait times, and other unexpected barriers to loading or unloading).

J) Top-Up



Credit Top Up (0.00 Arkod Points)





Amount (RM):

*RM 1 equivalent to 10 Arkod Points (Min top up RM 30)

RM 80

RM 100

RM 160



DEBIT & CREDIT CARD



E-WALLET

CREDIT HISTORY

Show entries Search:

#	↑↓ Arkod Points	↑↓ Balance	↑↓ Date

Step 1: Click the **Top-Up** option and it will direct you to the **Credit Top-Up** section.

Step 2: Next, enter your preferred top-up amount (please refer to the minimum top-up amount).

Step 3: Choose Payment Method:

(Debit & Credit Card -Visa or FPX, or E-Wallet).

If you choose Debit & Credit Card. You will be directed to the **senangPay** payment gateway.

Step 4: Fill in your contact information.

Step 5: Click **PAY** to proceed with the payment.

Step 6: After successful payment. You can view your new ARKOD credit amount **“Balance (x.xx points)”** at the upper right corner of your Dashboard.

List of Prohibited Items

Prohibited Items		Delivery / Service will not be available for all items listed.	
	Item that exceeds our size specification (cm). *allowed size specification: 100 x 100 x 100 (L x W x H) 30 x 30 x 30 (L x W x H) Express 40kg - 90kg 60 x 60 x 50 (L x W x H) Express 1kg - 30kg <small>*For other dimensions, use our customise plan.</small>		Poisonous or Corrosive Substances (acid / alkali substances, mercury or wet cell batteries).
	Firearms, Weapons or Sharp Metal Objects.		Radioactive Materials (Cobalt, Iodine, Radium, Plutonium, etc).
	Explosive/Flammable Items (fireworks, flare guns, high quantity of aerosol, fuel, lighter fluid).		Personal Bank Cards or any confidential documents.
	Alcohol, Illegal Drugs, Narcotics, Tobacco, Marijuana.		Stolen Items and Counterfeit Products (CDs, DVDs and VCDs).
	Oxidizing Materials (peroxides, bleaching agents).		High-Value Items (jewellery, gold, precious metal, etc).
	Living Things (alive / artefacts; plant, human or animal).		Pornographic or Obscene Materials.
			Perishable Items (industrial waste, organic, food, etc).

Packaging Guidelines

Tips For Packaging		To provide protection & ensure your parcel is in good condition before & after delivery.	
	1. External Packaging Cover 100% of the parcel (conceal/carton box, bubble wrap, shrink-wrap).		6. Bottles & Liquids Upright position with tightly sealed. Wrap with extra foam/cushion and plastic seal individually to prevent spillage. Label with Fragile & Upright sticker.
	2. Internal Packaging Snuggly or tightly pack the item (fill up between or empty spaces with kraft paper/foam sheets/air pillow/packing peanuts etc.)		7. Clothing Fold neatly to minimise wrinkling & pack in envelopes/boxes with extra plastic seals to prevent it from wet.
	3. Irregular Packaging Place the item in a large box & fill up the empty spaces/pack it tightly with styrofoam ball/foam sheets etc.		8. Perishables Ensure the packaging is waterproof /sealed in insulated containers to prevent leakage or moisture conditions.
	4. Fragile Items Wrap the item individually with bubble wrap/foam sheets to prevent the item from shifting/moving during transporting (glassware, ceramics, porcelain). Label with Fragile sticker.		9. Proper Labelling a. Breakable Items must be labelled with Fragile stickers. b. Upright label shows the right orientation for handling the items. c. Handle With Caution / Customer's Remark d. Delivery Address/Waybill label should be clearly/visibly displayed.
	5. Electronic Devices Power off the devices and remove the batteries if possible. Wrap the devices with corrugated boxes/foam sheets, etc. to prevent them from falling impact or dent.		

More Information About What We Do?

List Of ARKOD Services

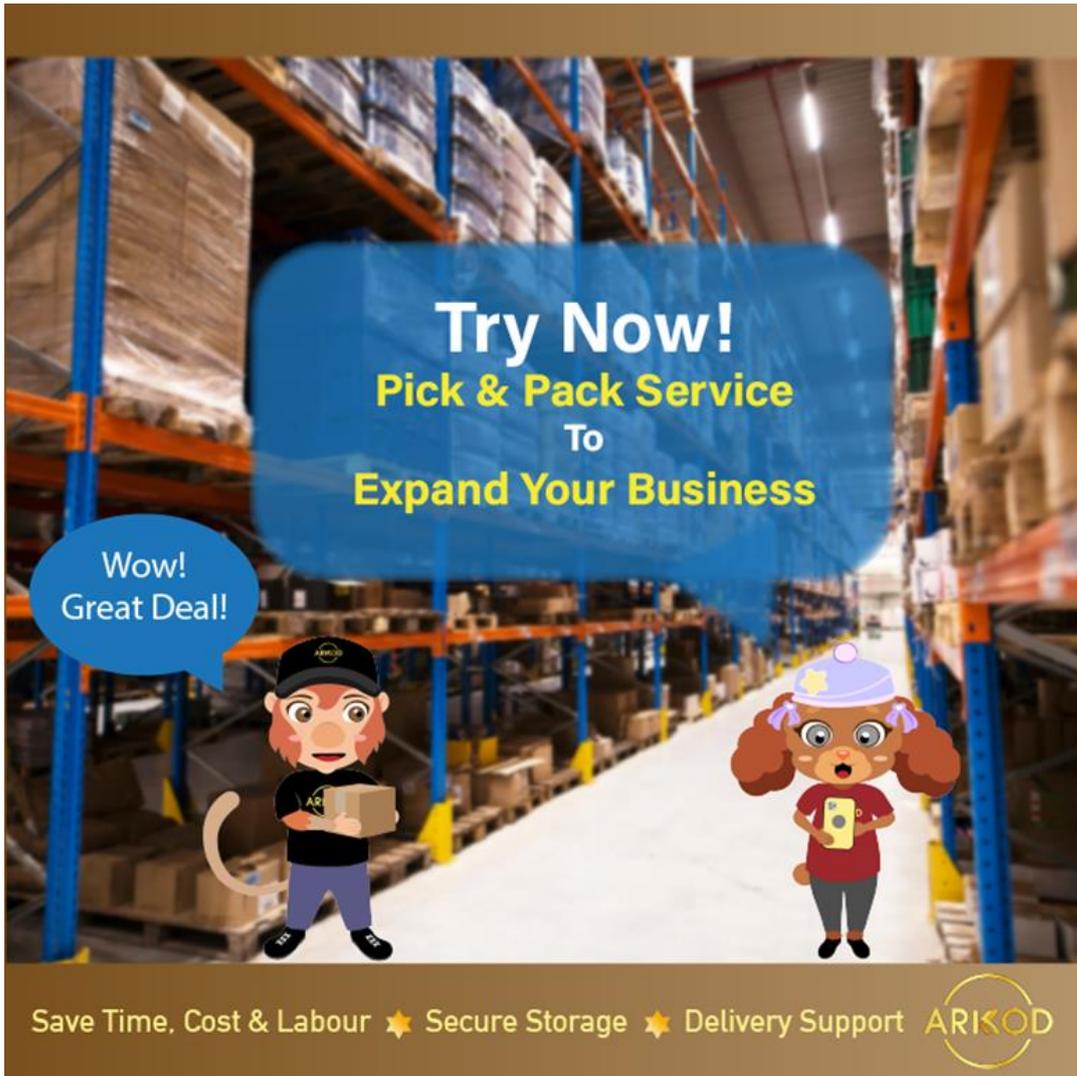
1. Door to Door

Door to Door describes a delivery process of products from the sender or seller's warehouse to the locations decided by the end customer. The goods, items or parcels will be picked from the sender and taken directly to the recipient at designated addresses within regions covered by our freight. ARKOD offer the best value delivery service for items & parcels 40 KG and above. For example:

What we can Ship?				Item list above 40 KG				ARKOD			
Electronic appliances & devices		Sound & Audio Devices		Car Parts & Accessories		Household Goods					
											
Kitchenware		Food & Beverage Supplies		Gardening Items		Cleaning Agents					
											
Healthy & Beauty Products		Sport Items		Furniture		Multiple Items in ONE Shipment					
											

2. Pick and Pack

Our service includes all the steps necessary for receiving, processing, and delivering your online orders to your customers. We handle everything from warehouse rental and inventory management to packing, shipping, and even returns and exchanges. We also provide additional services such as order tracking and customer support to ensure a seamless and enjoyable experience. Our facilities located in Kuching, Sibul, and Bintulu allow us to efficiently and effectively fulfil orders for customers in East Malaysia, and we plan to expand to other areas in Sarawak State in the future.



Try Now!
Pick & Pack Service
To
Expand Your Business

Wow!
Great Deal!

Save Time, Cost & Labour ★ Secure Storage ★ Delivery Support **ARKOD**

The advertisement features a background image of a warehouse aisle with high shelves of cardboard boxes. In the foreground, two cartoon characters are shown: a male character on the left wearing a black cap and shirt, holding a cardboard box, and a female character on the right wearing a purple cap and red shirt, holding a yellow smartphone. A blue speech bubble next to the male character contains the text 'Wow! Great Deal!'. A large blue rounded rectangle in the center contains the main headline. At the bottom, a brown banner contains the text 'Save Time, Cost & Labour ★ Secure Storage ★ Delivery Support' followed by the ARKOD logo.

3. Forwarding

Forwarding service handles shipping or transportation using varieties of modes such as air, sea, land or railway across regional areas, countries or the globe. This method of shipping is usually used to fulfil B2B (Business to Business) shipment or delivery through arrangements made for importing and exporting goods for clients or sellers.

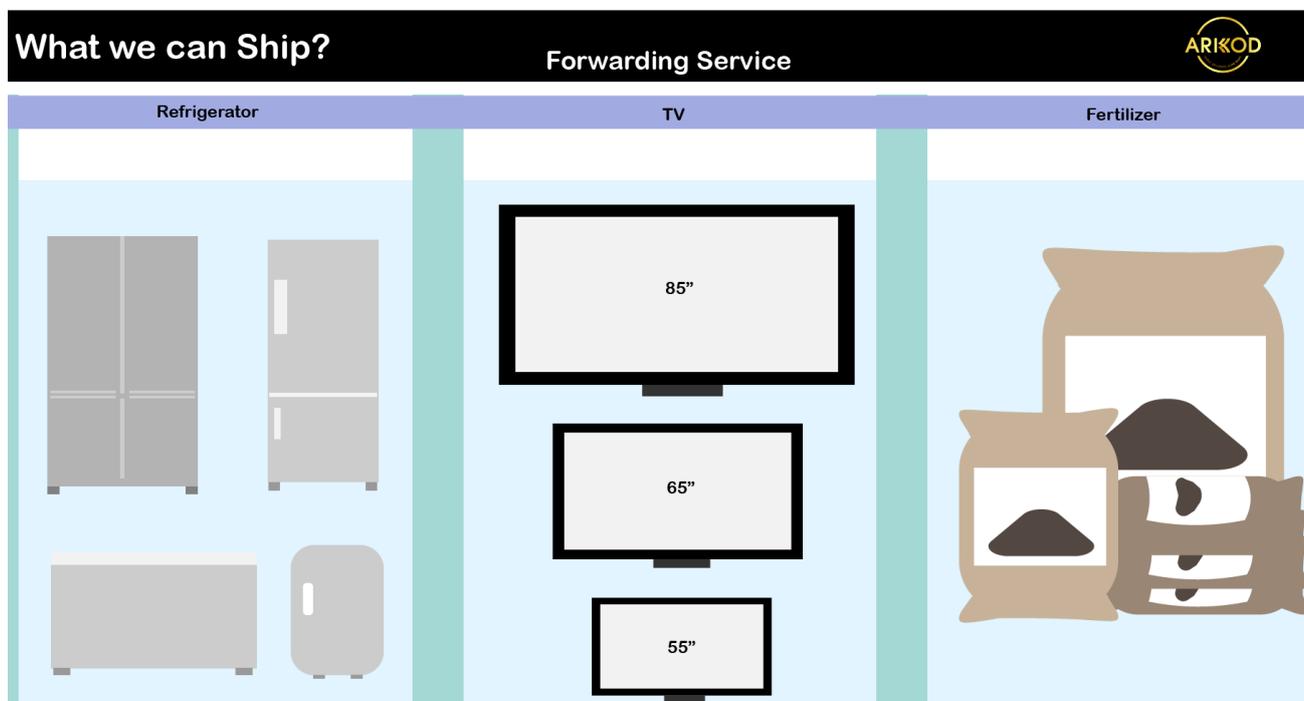
Custom Form Information:

K1: International Import for both dutiable & non-dutiable goods.

K2: International Export for both dutiable & non-dutiable goods.

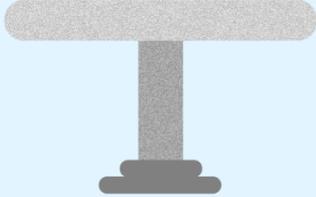
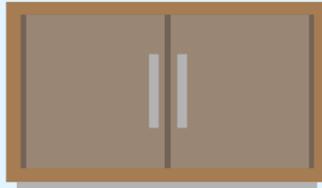
K3: Domestic Import and Export (within Malaysia) for both dutiable & non-dutiable goods.

Example of forwarding items ARKOD ship/deliver:



4. Customise Plan

Customise logistics plan refers to an on-demand shipping method for special deliveries with customers' or clients' specific requirements whether on a particular date, place or regarding the condition of the items. This involves delivering the items or parcels in bulk sizes, custom-made, personalised or in various dimensions. Example of customised items ARKOD ship/deliver:

What we can Ship?			Customized Logistic plan			ARKOD		
Marble Table		Food Cart		Vending Machine				
								
Cabinet								
								

Oversized & Overweight Goods Regulations

Oversized & Overweight Goods Regulations



Large or Oversized Parcel

Land or Sea freight for any package that does not exceed these specifications:

✓ ≤ 100 (L) x 100 (W) x 100 (H) cm

Actual Weight 40 – 90 Kg

Eg: Speaker, TV, Washing Machine, Chair, Car Rim, ect.

Cargo Sized or Customised Parcel

Land or Sea freight for any package that exceeds the mentioned specifications.

You can opt for “Customize Logistics Service”

Eg: Food Cart, Vending Machine, Commercial Chest Freezer, Marble Table, ect.